



# **Sacramento Regional Fire/EMS**

## **Communications Center**

**10230 Systems Parkway, Sacramento, CA 95827-3007**  
**(916) 228-3070 – Fax (916) 228-3082**

**Communications Center Manager**  
**Sacramento Regional Fire/EMS Communications Center**  
**Salary Range: \$101,895 to \$112,239 Annually**

**THE REGION:** The Sacramento Region appeals to diverse interests and provides ample recreational opportunities and numerous cultural venues to its residents and visitors. The region's weather is mild, with moderate rainfall in winter, virtually none in summer, and a reasonably comfortable temperature range year-round. Recreational opportunities include the American River Parkway that offers 5,000 acres of recreation area along both sides of the river for 30 miles and the Sacramento-San Joaquin Delta has over 1,000 miles of waterways. Dozens of parks are located throughout the region and boating, kayaking, sailing, rafting, and water skiing are available just minutes from downtown Sacramento. Within a few hours drive from Sacramento, visitors and residents can experience unparalleled scenic beauty and recreational opportunities. To the east lies Lake Tahoe and the Sierra Nevada Mountain Range. To the west are the San Francisco Bay Area, the Napa Valley wine country, the great coastal redwood forest, and the beaches and rugged shores of the Pacific Ocean. Local attractions include the historic State Capitol, Old Sacramento, Sutter's Fort, the Governor's Mansion, the Railroad Museum, and the Crocker Art Museum. Sacramento has a full range of performing arts including the Sacramento Opera, Symphony, and Ballet. It is home to three professional sports teams including the Sacramento Kings and the Monarchs that are members of their respective National Basketball Associations, and the Sacramento River Cats, a AAA affiliate of the Oakland A's major league baseball team.

**HOUSING:** One of the Sacramento region's economic assets is readily available and affordable housing.

**THE COMMUNICATIONS CENTER:** The Sacramento Regional Fire/EMS Communications Center is the third largest fire communications center in California. The Communications Center building was extensively remodeled in 1995 and contains 6,600 square feet of working space comprised of administration offices, technology and support work areas, a computer room, kitchen, shower, rest room facilities, and a secure dispatch area. The dispatch system is equipped with a PRC Cobol CAD System, Positron Power 911 phone systems, and an 800 megahertz region wide radio system. Staffing authorization includes 30 dispatchers and six dispatch supervisors supported by three managerial positions, three administrative positions and five technical support positions for a total of 47 positions. The Communications Center serves a population of approximately 1.3 million people and handles more than 140,000 calls annually dispatching fire and medical emergency equipment throughout a 1,000 square mile area encompassing the cities of Sacramento, Folsom, Galt, Elk Grove, Citrus Heights, and Rancho Cordova and surrounding communities. The Communications Center is governed by a Joint Powers Authority with members representing the City of Sacramento, the Sacramento Metropolitan Fire District, the Elk Grove Community Services District, the City of Folsom, and the Galt Fire Protection District. Each of the five member agencies appoints a delegate to the Governing Board of the Joint Powers Authority.

**POSITION SUMMARY:** This is a contractual, at-will position that is exempt under the guidelines of the Fair Labor Standards Act (FLSA) and is not represented by an employee bargaining unit. The incumbent serves as the chief executive officer for the fire and emergency medical systems communications center that provides services for participating fire agencies primarily serving the County of Sacramento under the general direction of the Governing Board.

**QUALIFICATIONS:** The successful candidate will have proven leadership and management skills, a history of staff development experience, and be open to new ways of providing excellent customer service. That candidate will have demonstrated the ability to evaluate, select and manage the operation of highly technical and complex communication systems, equipment, and software; possess outstanding interpersonal skills, a proven record of increasing effectiveness and efficiencies, excellent business and political acumen, effective communication skills, and have demonstrated an appreciation for the value of diversity in creating high performing teams.

**EDUCATION:** a Bachelors Degree from an accredited college or university in public or business administration, fire service management, criminal justice, or closely related field is required. A Masters or higher degree in the same fields is preferred but not mandatory.

**EXPERIENCE:** A minimum of five years experience in a public emergency communications agency, including at least two years at managerial level with budgeting and planning experience is required.

**COMPENSATION AND BENEFITS:** The annual salary for this position is \$101,895 to \$112,239 depending upon qualifications. Generous health benefits are provided, as are uniform and automobile allowances. The California Public Employee Retirement System benefit is also provided on the basis of 2% for each year of service at age 55.

**SIGNIFICANT ISSUES:** Significant issues presently include the need for developing a successful recruiting program for qualified dispatchers to improve the prevailing effective dispatcher strength from 67% to 100%; and development of a facility master plan that will most effectively serve operation needs associated with projected increases in population and associated call volume. The next Communications Center Manager will have an opportunity to address these issues with a base of skilled and highly motivated employees supported by a technologically superior dispatch system. Among the keys to success in resolving these issues will be the ability of the new Communications Center Manager to work effectively with the Governing Board, the employees, and the community in a frank and tactful manner.

**SELECTION PROCESS:** To be considered for this position, please submit your current resume with a letter of interest highlighting your relevant experience and a list of three work related references that includes their telephone numbers and mailing addresses to the Sacramento Regional Fire/EMS Communications Center, 10230 Systems Parkway, Sacramento, CA 95827-3007 **marked for the attention of the Communications Center Manager.** Resumes with letters of interest and references will be accepted immediately and will continue to be accepted until a suitable candidate pool has been established. A limited number of candidates will be invited to participate in an interview process anticipated to occur in May 2004. Interested candidates may contact Janice Parker, telephone (916) 228-3058, FAX (916) 228-3082, or electronic mail [hr@srfecc.ca.gov](mailto:hr@srfecc.ca.gov).